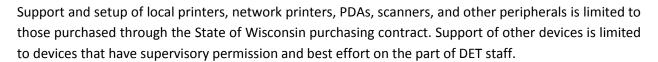# Desktop Support

SERVICE DESCRIPTION

The DET Desktop Support section supports the workstation for DOA and all DOA-attached agencies. Support of the desktop is 7 a.m. to 5 p.m. on State business days.

The workstation that is purchased through the State of Wisconsin purchasing process is supported. The replacement costs of these devices are not included. Replacement of any item not under warranty is the responsibility of the user agency. Workstations purchased through any other process are not supported.

Included in this service:

•Microsoft Windows XP SP2 2002 Professional or upgraded to the current service pack

•Microsoft Office 2003 SP2 or upgraded to the current service pack

•Access 2003 license, but installed only upon request and with supervisory approval

•Symantec Antivirus

•Client Access licenses for the following Microsoft Products: Windows Server, SMS, Exchange and SharePoint Portal and Ghost license for software installation

Support and setup of local printers, network printers, PDAs, scanners, and other peripherals is limited to those purchased through the State of Wisconsin purchasing contract. Support of other devices is limited to devices that have supervisory permission and best effort on the part of DET staff.

Not included in this service:

•Replacement of device

•Replacement of items out of warranty

•Recovery of lost documents saved to the C: drive beyond best effort; this includes locally stored user profiles. •Desktop Support training on how to use software; only a basic training session is provided at the time of deployment of new hardware.

 Desktop staff will image and install the devices upon delivery and conduct a small training session to make sure that the device is operating properly and the user is able to log in.

The Microsoft Operating system will be patched by DET staff remotely when possible. Patches for security and known security risks will be patched on Thursday evenings. In the event of an emergency,

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the risk will be assessed by DET staff and management and appropriate steps will be taken and the customer will be notified.

Antivirus software will be updated and the updates will become available when they have been tested. These updates will be done remotely when possible.

All laptop and tablets should log in to the network in a State Office building once a week for updates. The minimum requirement is to log in once a month to allow the device to obtain all required updates and changes.

DET Responsibilities:

•Facilitate procurement of hardware and software upon request using customer funding codes

•Support and testing of all standard desktop software

•Maintenance of a standard image for each PC model

•Software standards and testing of patches and fixes

•Deployment of updates and patches

•Responding appropriately to tickets and service requests 7 a.m. to 5 p.m. on normal business days.

•Basic customer training at the time of new hardware deployment

Customer Responsibilities:

•Purchase DET standard hardware and software through the State procurement system. Hardware purchased from any other source cannot be supported.

•Maintain hardware to at least the minimum supported hardware.

•Follow patching procedures sent by email to customers.

•Report any sign of a virus or malicious software to the Service Desk at (608) 267-6930.

•Call problem tickets into the Service Desk at (608) 267-6930 or submit the problem via the Web site at http://operations.state.wi.us/asx/ServiceRequest/request.asp.   Include detail about the problem in the ticket, including download and installation information and availability for troubleshooting.

•Log the laptop or tablet into a State Building Network or VPN on a monthly basis.

Detailed Service Offering Description and Roles and Responsibility documents are available upon request.

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PRICE

Charges are based on the number of devices in use by an agency. The cost per device is determined by the cost of support and licensing of the base software.   Please see the IT Services Rate Sheet for rate information. Please see the billing model for additional detail regarding the rate